

POSITIVE COMMENTS 2009

Inside every ambulance bill that is sent to patients transported by Metro Fire is a survey. This survey includes six questions that rate our service as Excellent, Above Average, Average, Below Average, or Needs Improvement. Last year 99% of all survey comments about Metro Fire service indicated that there was no need for improvement and 90% of the comments indicated that the service delivered was excellent or above average.

Date	Incident #	Comment	Units			Shift
12/24/2008	157709	Great job with my grandmother. Thank you also for the compassion shown to her at such an early hour of the day.	E21	M21		A
1/3/2009	1019	Thank you very much! A very tough time for us, but your support was incredible. We needed you! Thanks.	M53			C
1/6/2009	2121	Paramedic was very friendly and courteous. I was well cared for and all were professional and knowledgeable, even @ 4 AM! Thank you.	E32	M32		A
1/6/2009	2191	I have told <u>everyone</u> the great service I received from the responders! They were fantastic!! Hope I don't have to use you in the future. Keep up the great service.	E24	M24		B
1/7/2009	2535	This was not my first experience with this problem, and I have always been treated well and quickly by the responders. In the ambulance, I had an angel with me; I'm sorry I don't remember her name. She was warm, friendly, and easy to talk to. If I asked her a question, her answer was always given in a friendly manner, never hurried or curt. I was very glad to have her with me. You truly have excellent responders on your team(s), and my husband and I are and have always been very grateful to each and every member of each and every team. Thank you for being there.	E23	M21		B
1/7/2009	2646	The paramedics were professional, kind, caring and expert in their duties. Thank you!	E61	M110		B
1/7/2009	2725	I was amazed at the care I was given by your ambulance. It was A-1 & comforted me all the way.	E21	M24		B
1/7/2009	2787	One of the firemen got my jacket that was in the house & even put a lid on my plaster container. Outstanding people. Hope you let them know of my compliments to them. (Sliced my hand open doing handyman work at a friend's house.) Thanks!	E23	M27		B
1/8/2009	3223	The men may have saved my life. They were unaware I had congestive heart failure. Actually, that is what my tests showed & that is why I needed oxygen. Thank you.	E105	M105		C
1/8/2009	3233	I was very impressed with the SMFD and can't speak highly enough on the care they gave my husband.	E24	M24		C
1/9/2009	3319	The men were all very courteous & considerate and I appreciate them and their service. I am a sr. citizen and live by myself. Thanks for the service you provide.	E61	M62		C
1/9/2009	3418	The SMFD responded to Mr. xxx's residence several times during 2008-2009. As always with excellent timing, and the utmost respect and care. They are courteous, and pleasant, and always willing to take pointers from us as to how best to transfer him. He wears leg braces & has no ability to stand or walk on his own. They treat him with so much dignity & respect. They are highly respected by us as well. The SMFD is a vital part of Mr. xxx's well being and we appreciate them to utmost. Thank you. (IHSS caregiver)	E60	M110		C
1/9/2009	3594	All of the service Unit 31 provided to me was outstanding. They made the best out of a bad situation and I would like to thank them all personally for the more than excellent service they gave me.	Tr65	M31		C

1/10/2009	3836	Ever one was very polite & helpful. I could not ask for a better crew. I am still telling everyone in S.D. how impressed & I can't say enough how thankful I am.	E41	M41		A
1/10/2009	4107	Wonderful, helpful & knowledgeable crew. Thank you!	E66	M61		A
1/11/2009	4192	My husband & I were visiting from Louisiana when I became ill and needed help. I thank you from the bottom of my heart for the treatment the men gave me.	E41	M41		A
1/11/2009	4312	They were fantastic. They even finished taking down the Christmas lights so I wouldn't have to get back on the ladder from which I fell!	G59/M59	G58	WT58	A
1/11/2009	4360	The SMFD was <u>outstanding</u> and I feel very happy about how fast they responded! Great job!! Thank you so much!	E25	M25		A
1/12/2009	4497	I was having so much pain in my back everything those men did for me was so gentle. I am very grateful to all of them.	E27	M21		A
1/12/2009	4500	Thank you for caring for my mother during her time of need. Your courteous response team were professional, and accurate in their assessment of her medical needs.	E54	M105		A
1/12/2009	4527	They were very kind to myself & my wife & exceptionally professional. <u>Great job.</u>	E29	M21		A
1/12/2009	4588	Thank you so very,very much for taking excellent care of my mother!	E23	M24		B
1/12/2009	4728	They are always professional, courteous, friendly & informative. My father has been to MSJ & Sutter 3 times this year. Service is always EXCELLENT! I like dispatch staying on the line w/ me until SMFD arrives & is in the house.	Tr23	M27		B
1/13/2009	5007	I am so glad you guys & gals are available. My sons & I thank you for your immediate action that may have saved my life. Your team was great! Thank you so much.	E61	M31		B
1/15/2009	5921	Very profesional & extremely caring. It's nice to see a public service that understands what it's all about!	E24	M27		C
1/15/2009	6122	The good outcome is due to the excellence of SMFD's service! Thank you.	E23	M111		C
1/16/2009	6497	There are no words I can say to say the corteous helpfulness was just outstanding they were able to put me at ease since I lay on the floor all night their help was outstanding.	E24	M27		A
1/16/2009	6511	The EMT's were very thoughtful and curteous. They made my daughter comfortable emotionally and medically. They also reassured me (mom) at the Kaiser facility where I met them.	E30	M111		A
1/17/2009	6699	Both my husband & myself appreciate the respect & professional attitude & behavior you each demonstrated, which has not been our previous experience with other emergency services. I wish others would take or learn from you guys.	E53	M53		A
1/17/2009	6729	As you know, my husband was very ill & required your services many times. Each time he was treated with utmost respect which I appreciate so much. Also the fact that I was allowed to ride with him meant so much. Bill passed away January 27, '09. Sincere thanks for your services.	E29	M21		A
1/17/2009	6753	Although I was in terrible pain, I felt comforted by their kindness and helpfulness. They were wonderful!	E66	M62		A
1/17/2009	6778	I would prefer SMFD ambulance over any other ambulance service.	E61	M61		A
1/18/2009	7214	Guys were <u>very</u> nice, helpful, and courteous. Great job!	E53	M53		B
1/20/2009	7928	Really appreciate their help & comfort for me and husband. They are always so kind and helpful. Thank you so much!	E21	M31		B
1/20/2009	8178	I am no young man and I have traveled in a few ambulances... this one was superb.	E109	M24		C
1/21/2009	8588	Very kind & caring - we appreciated their thoughtfulness - offering my wife help getting to hospital!	E23	M21		C
1/22/2009	8786	I felt well taken care of in the hands of your efficient service. Thank you so very much!	E31	M32		A

1/22/2009	9103	Our family is very grateful for the sensitivity & care displayed by the fire dept, in addition to their promptness & courtesy, as well as their skill & professionalism. Our father passed away on 2-6-09, peacefully & back at home. We will always remember the SMFD's kindness & help. We have nothing but admiration & gratitude for your services the past few years. Thank you.	E102	M110		A
1/23/2009	9109	The guys were very nice to my mom, both the ambulance & engine crews. Even with mom's dementia they were patient & waited for her answers. Thank you.	E64	M62		A
1/23/2009	9121	They were great! By doing the correct things in a correct manner I am still here to write this after 2 heart attacks. Thank you and God bless all	E50	M50		A
1/25/2009	10044	The Fire Dept's ambulance and paramedic service is one area that I hope is never touched by our Guvnor! I've had to use the fire depts ambulance & medic services several times because of heart and accident conditions. I find the service to be superb. I love my paramedics!	E29	M32		B
1/26/2009	10376	As a retired firefighter/EMT of the former Arden FD it is with great regard to finally see transport medics in our district. Only wish I was still a part if it! William Chasser	M105			B
1/26/2009	10642	I really appreciated the calm efficiency during what was, for me, a very scary incident. They were all wonderful & I thank you very much.	E62	M62		C
1/26/2009	10682	They were great! Couldn't ask for a nicer group of young men.	E41	M41		C
1/30/2009	11976	Thank you, it is so wonderful to have these great folks to take care of us in our time of need!	E21	M21		A
1/31/2009	12417	Thank you all so much! I am grateful for such wonderful public servants. And sorry again for being sick on the guy who helped me in the back!	E25	M25		B
1/31/2009	12586	Without the patience & charm of the gentlemen who responded, we would not have convinced our sister to go to the hospital. They were invaluable to us. And so very kind & helpful.	Tr50	M50		B
2/2/2009	13469	Your people were absolutely great. Couldn't ask for better. So grateful for your help. Thank you!	E64	M62		C
2/3/2009	13857	Everything was extremely well handled. Those young men were awesome. A job well done.	Tr65	M61		A
2/4/2009	14021	We are very grateful for these fine gentlemen's efficient & courteous help & service. Thank you & please thank all of them for us.	HM109	M24		A
2/4/2009	14078	I'm the patient's daughter & every time my mom has needed an ambulance, the members of SMFD are always kind, gentle, friendly, professional & courteous.	E22	M32		A
2/4/2009	14172	I found the members of your Dept very very nice and helpful they put me at ease and I felt safe with them.	E36	M32		A
2/5/2009	14561	I have had several serious health problems and am so grateful to have these men come so promptly and take such good care of me. Thank God for them!	E108	M21		B
2/6/2009	14755	Exceptional service. Thorough and courteous medical attention. Your staff is great!!	E110	M110		B
2/7/2009	15314	With much gratitude I return this survey. When the members of SMFD found out I had no way of getting to MSJ they allowed me to accompany my 94 year old husband. I am 90 years old.	E65	M31		C
2/7/2009	15461	What a terrific team! Thank you for your knowledge and enthusiasm.	E62	M61		C
2/7/2009	15516	Everyone was wonderful. They are a credit to their profession.	E21	M31		C
2/7/2009	15517	Made me feel very comfortable. Great job. Not to mention... very good-looking.	E41	M41		C
2/8/2009	15924	I did suffer a heart attack and subsequent bypass surgery - thanks to the prompt & efficient response - another person saved!!	E108	M27		C
2/9/2009	16050	The men on duty on the AM of Feb 9th saved my life - the best in the west. Please thank all of them from the bottom of my heart. Bless all of them.	E41	M41		C
2/11/2009	17111	The fireman are verry good man, I hope we have them for a long time we need them. Thank you.	E105	M105		B

2/13/2009	17862	I am alive thanks to the paramedics. They couldn't have been any kinder or more thoughtful. Thank you guys.	E53	M53		C
2/15/2009	18465	I was very impressed with the professionalism of the crew - they made me feel safe - I hadn't been able to breathe and they quickly treated me. My thanks to everyone!!	E62	M62		C
2/15/2009	18666	A wonderful team. I wouldn't be afraid to put my life in their hands.	E32	M32		A
2/18/2009	19985	Everyone who helped was wonderful. I was amazed at how quickly they responded. They were very calm and made this ordeal bearable. Thank you so much. You guys are spectacular.	E27	M27		B
2/19/2009	20155	We really appreciate your quick response and your kind, gentle manner. Thank you so much.	E32	M32		C
2/21/2009	20968	Please thank your staff for all the care & concern that was given - I don't think I would have made it if it were not for them & my son who called 911.	E61	M61		C
2/22/2009	21502	Incredible service. Truly kind, professional and courteous. Thank you.	E32	M32		A
2/23/2009	21712	Everybody involved were absolutely fantastic. Very high skill level. Thank you.	E105	M105		A
2/23/2009	21732	Incredible that we still have these emergency services. I am alive today because of your prompt and kind attention.	E102	M110		A
2/24/2009	22496	I can't thank you enough for your rapid response. I believe that I have my wife of 58 years still because of your rapid and professional service.	E31	M31		B
2/25/2009	22933	The ambulance team was very sweet and professional. They helped me to relax and took good care of me.	E33	M27		C
2/27/2009	23593	My elderly mom was in pain & unable to move w/out exacerbating that pain horribly. The gentlemen who helped us were simply AWESOME in every way.	E108	M27		A
2/28/2009	23937	My father (82 years old) was confused. They handled him with great care & understanding.	E61	M61		A
3/1/2009	24335	I felt those boys cared for me like family. I was so scared. Thank you for everything.	E60	M62	Tr10	B
3/8/2009	27605	My neighbor called you, I didn't think I needed to go, & I didn't have any insurance. They took me anyway, if they hadn't I would have had a stroke. Thank them for me.	E53	M53		B
3/9/2009	27851	Absolutely great service. All members very courteous & helpful - care was particularly great in assuring my wife that all would be well.	E32	M32		C
3/11/2009	28793	You guys are awesome! Perfect service! You're a real class act! There was a paramedic intern on board as well and she was great too! Thank you very much for your quick, excellent help!	E26	M41		A
3/12/2009	29200	Response was within 5 min of my call. My husband was having a stroke. He got to the hospital within 30 min which saved him from a major stroke and paralysis. Thank you.	E64	M62		A
3/15/2009	30199	My eternal gratitude & thanks!	E33	M21		C
3/15/2009	30353	I had a back injury & they got me to the hospital without hurting me more & the guy who rode with me was talkative & cool. Those boys deserve a raise!!!	E65	M61		C
3/15/2009	30382	The SMFD personnel responding to our call were excellent in every respect. Fast, efficient, and professional as they got me to the hospital while minimizing any damage as a result of my heart attack. I can't thank them enough.	G59/M59	G58	WT58	C
3/16/2009	30516	I am a retired firefighter. You should be proud of your people. They do a professional job.	E29	M32		C
3/17/2009	31195	These men worked very hard to help me in every way. They should be praised for all their skills.	E108	M31		A
3/19/2009	31827	You are the best of the best! Dad was a former Sacto fire dept captain. You guys took good care of him. He passed away 4-4-09 from pneumonia.	E31	M31		B
3/20/2009	32342	Having a heart attack was a very frightening ordeal; the paramedics were calm & well experienced in their jobs, which in turn made the situation a little less scary for me & my husband. Thank you!	E25	M25		B
3/20/2009	32579	Very nice & caring firemen & paramedics. They talked directly to my 91 yr old mother & not just me. They explained what they were doing & why.	E108	M24		B

3/20/2009	32684	They were extremely courteous & reassuring and made a difficult time much more tolerable. Thanks so much!	E108	M24		B
3/21/2009	32852	These young men are the most wonderful men in town and we cannot thank them enough.	E31	M27		C
3/22/2009	33228	My throat was closing due to an allergic reaction, therefore I was quite stressed and frightened, the EMT's and paramedics were very calming and overall wonderful!	E64	M62		C
3/23/2009	33810	I am a captain/paramedic with Contra Costa County Fire. I wish we treated patients as well as you do. Excellent service overall. Great crew. Please pass on my gratitude.	M110			A
3/24/2009	34142	The EMT & Paramedic couldn't have been more thoughtful & kind to our daughter, who has Down Syndrome. A true credit to you and their profession!	E31	M21		A
3/25/2009	34752	Everyone was excellent, caring, courteous, very professional.	E117	M41		B
3/25/2009	34820	Excellent service & compassion was shown by all SMFD members towards my emergency situation and pain. Thank you for all you do! It is greatly appreciated!	E65	M62		B
3/26/2009	35006	I can't say enough good things about our fire dept. Those are the best & most courteous guys anyone could ever meet. Every one of them are so nice, so willing to help. Thank your guys. My husband had heart surgery two weeks ago.	G59	M59	E55	B
3/27/2009	35759	I can't say enough about the men who came. They were wonderful and very caring & kind. Above all they were very courteous and professional. Thank you.	E101	M110		C
3/28/2009	36014	Compassionate with us (parents) and calming demeanor of crew with our son was the key to getting us all through this incident.	M62	M32		C
3/29/2009	36312	The men who responded were not only efficient & professional but also very kind, calm & reassuring. We were so thankful for their excellent help.	E110	M110		C
3/30/2009	37045	Great team work by these firemen. Special thanks to Dan Martinez who was in the back of the ambulance taken care of me.	E32	M32		A
3/31/2009	37373	I felt well taken care of by Brian, who rode in the back with me. His IV skills are excellent and he is compassionate and competent in my opinion.	E61	M61		B
3/31/2009	37381	Thank you for saving my daughter's life. We were told she had only minutes to make it.	E109	M110		B
3/31/2009	37418	I want to thank the fire department for their kindness and caring manner & their patience with me as I know I can be a pain. But I very much appreciate their efforts to help me. They are a wonderful group. Thank you! God bless.	E101	M105		B
4/1/2009	37669	The team of SMFD were great, even came back to check on me when they returned with another response. They were very nice.	E21	M21		B
4/2/2009	37975	Thank you for getting there so fast. At the hospital the doctor told my mother I might not have made it through the night. God bless.	E61	M61		B
4/2/2009	37978	I was very impressed on how they took care of my husband. They were all terrific, efficient, calm, caring & fast. Couldn't be any better.	E110	M110		B
4/2/2009	38034	Best responders in town.	E30	M111		C
4/2/2009	38197	I have nothing but good things to say about the SMFD. How lucky are we to have such fine men!	E57	M53		C
4/3/2009	38597	Paramedic was <u>excellent</u> .	E32	M31		C
4/3/2009	38604	My deepest thanks for the excellent tender care you gave my mother in March and April. She was 99 years old and needed your gentle touch. She recently retired from being an Ordained Minister. After bringing her home from the hospital on April 7th we her family continued to care for her and she went to be with God on April 10th. Be sure to give our thanks to the men who took care of my mother.	E53	M51		C

4/3/2009	38607	My mother is 94 and was confused when they were there. They were so kind with her. Thanks so much.	E25	M41		C
4/3/2009	38645	They took excellent care of me on the way to the hospital. I explained that I am prone to motion sickness & they gave me oxygen and put the air on.	E23	M27		C
4/4/2009	38917	We were very impressed with their efficiency and professionalism - and grateful for their kindness.	E106	M110		A
4/6/2009	39928	SMFD response was good. Everything went well - patient was combative but SMFD handled it very well.	E65	M61		B
4/7/2009	40115	Excellent equipment for getting patient down a flight of stairs.	E32	M32		B
4/8/2009	40659	Every member on the team were professional & courteous from my door to the hospital. The best!!	E61	M62		C
4/8/2009	40917	Thank you for your prompt response to my medical emergency. I didn't get the name of the other paramedic who comforted my daughter as I was being transported, but you made a difference in her outlook of my situation. Thanks!!	E50	M51		C
4/9/2009	41061	Your staff were all incredible. I was so grateful to them for making me feel more at ease.	E68	M61		C
4/9/2009	41186	Thank you so much! Your fellows were great. I'm home now with a healing hip & a pace maker. I'm doing well & hope I still can have a great life.	E62	M62		C
4/10/2009	41403	On a scale of 1 to 10 SMFD personnel are a 12. God bless you all.	G59	M59		C
4/10/2009	41519	If 8 stud-muffins & 2 fire trucks in about 5 minutes didn't satisfy me - maybe you could make me 18 again instead of 85 and well instead of sick as a dog!	Tr65	M31		A
4/10/2009	41658	When you can't reach God, call SMFD.	E111	M111		A
4/11/2009	42119	The lead EMT was especially calming & courteous.	M110			A
4/11/2009	42191	Any cutback in the SMFD would be a total disaster. These guys are at home heroes. These guys were terrific-awesome.	E20	M111		A
4/11/2009	42208	I've been in & out of Roseville Sutter many times. I'm like the bionic woman. 2 knee surgeries, 2 shoulder, plate in my neck & 4 disks fused. So the fire dept & paramedics know me well. Always know you are in professional & caring hands. Not only always nice but all so handsome! I'm 65 - it's no fun getting older!	E23	M26		A
4/12/2009	42469	All of the ambulance attendants were so cheerful and confident they made me feel at ease.	E23	M24		B
4/12/2009	42572	Being a retired San Jose fireman, the service provided was excellent! This comes from the heart.	E36	M32		B
4/13/2009	42721	I don't seem to matter what crew responds they are all great!!!	E64	M62		B
4/13/2009	42796	SMFD were a god send & wonderful. Thank you!	E22	M32		B
4/13/2009	43067	Every thing was excellent. I am an old lady. They treated me with a lot of care.	M25			B
4/14/2009	43207	Above & beyond the call of duty. Thanks for giving me a few more years.	E66	M61		C
4/14/2009	43209	We were very impressed what a fine team, perfect gentlemen, very caring and efficient. We are very proud of them.	E31	M31		C
4/15/2009	43551	Thank the guys for us. She would not have lived long enough to say goodbye and tell us she loved us before entering heaven if it wasn't for their effort.	E109	AMR		C
4/16/2009	44066	The entire crew that responded to my A-fib call were absolutely great---very timely, caring, professional and knowledgeable. Russ and Scott deserve special praise.	E102	M110		A
4/16/2009	44071	The service was awesome & made me feel like I was in safe hands. Thank you.	E50	M51		A
4/16/2009	44080	Polite and direct. Listened carefully to my explanation of what was happening. I was afraid, but their presence was reassuring.	M25			A

4/16/2009	44276	I was so impressed by their professional manner as well as their kindness. Thank them all and may God bless them all.	E25	M25		A
4/16/2009	44360	They were terrific and so professional. They put me at ease as soon as they arrived.	E28	M21		A
4/17/2009	44531	Could not ask for a better group - courteous, caring, careful, compassionate.	E108	M24		A
4/17/2009	44617	Thank you very much! My father was not an easy patient, but your guys were excellent.	E62	M105		A
4/17/2009	44743	You guys are the best in the west. I am still living because of you guys. Thanks a lot!!!! A+	E31	M21		A
4/18/2009	44926	I felt that each member of the crew was willingly providing a service, not grudgingly. Each one had a job to do and they got to it efficiently & right away.	E22	M32		B
4/19/2009	45336	I have had several severe health problems and knowing there is prompt, reliable and able service available is so greatly appreciated. God bless all of you.	E23	M24		B
4/19/2009	45400	Writing for my husband at his bedside in the hospital, he feels the three paramedics that came into the house to assist were the best, well-mannered, very professional members of your SMFD. We both thank you all for helping us during a very frightening time.	E32	M32		B
4/19/2009	45462	Thank you very much, I was telling my friends & family how attentive & pleasant everyone was, and they were truly concerned about me, it was truly from their hearts. God bless them all and watch over them & keep them safe.	E50	M50	M53	B
4/19/2009	45589	I was very fortunate to have such wonderful people taking care of me. Thank you.	E8	M105		B
4/20/2009	45736	Thank you for your fast response. Special thanks to Capt Dave for his calm and courteous manner that kept me calm.	E68	M61		B
4/20/2009	45759	They were very nice, great sense of humor. And very gentle with me. Great job!!!	E64	M62		B
4/20/2009	45828	We appreciate everything you do. Everything is always done right. You are wonderful!	E105	M105		C
4/20/2009	45874	I love the way they treated me, like they were heaven sented.	E53	M50		C
4/20/2009	46061	All involved should be given a pat on the back! My daughter is terrified of all doctors, nurses, firemen & police. Each one made her completely at ease! Thank you.	E54	M110		C
4/20/2009	46098	I was surprised by how nice they were. Thank you.	E41	M41		C
4/23/2009	47143	Once again the troops of Sta 31 & Medic 21 went above and beyond to be friendly, courteous and professional. Thanks to all.	E31	M21		A
4/23/2009	47148	I was blown away by the care we received! Knowing that you deal with far greater emergencies on a regular basis, and still treating us as if we were the most important patients really impressed me. We received the best of care. One of the guys even picked up our Ipod and gave it to us so it wouldn't get lost. You deal with some pretty horrific stuff on a daily basis I'm sure, and comparatively we were minor; however, the special care and attention we received was phenomenal. Thank you so much! We want you to know how valuable we think you are. (This was a vehicle accident.)	E65	M61		A
4/23/2009	47221	The service couldn't have been better. The crew was very kind and considerate. We appreciated them so much!	E23	M25		A
4/23/2009	47248	Great people!! This was my first ride in an ambulance and they made me feel very well cared for. #10 on a scale of 1 to 10.	E109	M110		A
4/23/2009	47490	All of them were great! Very helpful & didn't make us feel foolish for calling. Made us feel like we made the right decision.	E103	M24		A
4/24/2009	47624	I couldn't ask for better help and service. I am alive because of your service. Thank you very much.	E26	M25		B
4/25/2009	48237	They were outstanding in every way.	E31	M31		B
4/25/2009	48249	Thanks for the new lease on life.	E21	M27		B
4/25/2009	48290	These young people were superior in their service.	E62	M62		B

4/26/2009	48569	You saved my life!	E23	M24		C
4/26/2009	48572	The guys were quick, professional and very attentive. Engine & Medic 62 do your dept proud - thank you!!	E62	M62		C
4/26/2009	48687	SMFD is awesome. The firemen were respectful and courteous. The service was very quick!	E32	M32		C
4/27/2009	48863	The paramedics were exceptional even tho I was under a lot of pain. They treated me excellent.	E23	M21		C
4/29/2009	49817	Very satisfied with the service, the members of SMFD were very courteous, friendly and efficient. Thank you very much!!! Your service is very appreciated!!! God bless you!!!	E21	M31		A
4/29/2009	49869	My husband was in & out of consciousness, but thank you for securing his personal belongings. You guys & gals rock!!	E31	M31		A
4/30/2009	50068	This was the first time I needed help and the very best professional help is what I received for my loved one. I could not have asked for anything better. Thank you for being there when you were needed and for performing your task in such an overall excellent manner.	E25	M25		A
4/30/2009	50352	Thank you for your help. Without it I may have lost my husband as his ride to MSJ resulted in his getting a pacemaker.	E25	M41		B
4/30/2009	50356	I cannot say enough good things about the guys that responded. The dispatch operator was very patient, kind and understanding.	E63	M31		B
4/30/2009	50378	Thank all the fire personnel involved. They were fast, courteous & professional. They were all outstanding.	E32	M32		B
5/1/2009	50573	I can only think of the words perfection in motion. Thank you!!	E110	M110		B
5/1/2009	50771	All personnel involved were very professional. I felt I was in good hands. Your performance was comforting to me in my emergency situation. Thanks!	E65	M31		B
5/1/2009	50870	Please thank the fantastic members of the SMFD for their outstanding help!!	E74	M53		B
5/2/2009	50986	I'm thankful for such good service. Let them know I am now recovering from heart attack and doing great!	E110	M110		B
5/2/2009	51161	All the guys were super cool. Also they were very kind, talk to me and to calm me down for I was very upset & crying. They helped me a lot. Thank you guys for everything.	E53	M53		C
5/3/2009	51491	Both units work real well with each other during their job & were real friendly with each other & my family. Thank you.	E29	M32		C
5/3/2009	51493	I was especially pleased with the Fire Dept Dispatch Operator. I needed to hear a calm and reassuring voice at that time.				
5/3/2009	51564	Members of the SMFD totally calmed my fears from exccalating into a serious situation. Thank you very much, you are appreciated.	E29	M31		C
5/3/2009	51606	Thank you for saving my life!	E26	M24		C
5/3/2009	51622	They all are wonderful. Don't know what I would do without them. Thanks so much for being there.	E68	M59		C
5/4/2009	51787	Wonderful, caring firefighters! Wish I hadn't felt so ill & I'd have expressed my gratitude!	E31	M31		C
5/4/2009	51960	Your people were kind, thoughtful and courteous. I am deeply grateful for their quick response and professionalism. Thank you!	M105			A
5/4/2009	52139	Wonderful, caring service. We can't thank you enough. The patient passed away as a result of her fall, but you could not have done more for her. You are all appreciated.	E65	M32		A
5/4/2009	52176	Your services are very much appreciated. God bless!	E23	M25		A
5/5/2009	52232	I feel all services were excellent - I can't say enough good things about the care. Thank you for asking.	E31	M31		A
5/5/2009	52302	They were excellent! My son is alive due to their expedient manner. Thank you so much.	E110	M105		A
5/5/2009	52362	Couldn't have asked for any better care! I'm very thankful to have such a fine service available.	E22	M27		A

5/5/2009	52385	This was my first time and was extremely happy with the whole experience. I am a happy camper to be 83 years old.	E101	M105		A
5/5/2009	52387	Very nice people! My son talked about how they played music to calm him down. A+++ service.	E17	M111		A
5/6/2009	52819	Thanks especially to the dispatcher who kept us calm. I'm sure my mom was dead but she talked me through getting her to breathe again.				
5/6/2009	52912	I was given excellent service. SMFD is even better than I had thought.	E25	M25		B
5/7/2009	53162	Medic was very professional and cool - made me at ease.	E111	M111		B
5/8/2009	53765	I am 62 yrs old & that was my 1st ambulance ride. I was so impressed & so at ease. Let me say thank you! I hope I don't have to ride again but if I do I know I will be in good hands.	E64	M111		C
5/9/2009	54250	Thanks to all for the wonderful care I received. Everyone was most graciose. My appreciation to you all.	E42	M24		C
5/9/2009	54272	The team had a great sense of humor which made the interaction and my condition less stressful.	E57	M50		C
5/10/2009	54815	I am 87 years young and thought I had died and gone to heaven with my bedroom full of handsome, caring young men working to save my life. Thank you.	E31	M21		A
5/11/2009	54957	The gentlemen and lady were wonderful, kind, and caring. I can ask for no more. Thank you, thank you, thank you.	E110	M110		A
5/11/2009	55246	Other than the excellent treatment that was given to my mom, all of the men were so goodlooking.	E60	M105		A
5/13/2009	55761	I was treated well. The SMFD even took the time to lock my front door while leaving. He also let my dog out of the room she was kept in during all the drama. Thank you.	E26	M25		B
5/13/2009	56145	They were absolutely wonderful. At 81 years old it was my first ambulance ride. I can't say enough about the great treatment I received from competent, courteous and great guys.	E8	M105		B
5/14/2009	56228	Thank you for the swift and kind way the firemen came to try and save my husband. The firemen are great.	E117	M41		B
5/14/2009	56256	By their professionalism and speed, they helped save my life and I will be forever grateful and thankful! These guys deserve a pay raise! With much love and appreciation.	E117	M41		C
5/14/2009	56362	The SMFD response was quick and professional. The unit helped me feel reassured with their strength and humor. Thank you!	Tr7	M53		C
5/14/2009	56473	They were all so very helpful. It's too bad the help at UC Davis isn't near as good as your men are.	E62	M62		C
5/14/2009	56595	My father was having a heart attack as a result of heart failure & they saved his life.	E101	M105		C
5/15/2009	56676	The crew was well prepared and in control of the situation. Thank you.	E27	M25		C
5/15/2009	56679	My child was very scared and they took the time to make sure she was comfortable. We plan to visit the fire station so she can meet them when she's okay.	E28	M21		C
5/15/2009	56724	The EMT was very curteous, pleasant and calmed me down. He was professional and efficient throught my ordeal.	E57	M53		A
5/16/2009	57108	They were above and beyond helpful. I ended up in the hospital for five weeks. I did not hurt my back doing yard work - I was diagnosed as having spine cancer from the neck to the pelvis. I have completed radiation and I start chemo this week. Thank you so much for your care.	E51	M50		C
5/17/2009	57598	We are soooooooo grateful for the professional, compassionate, courteous service you provided. Thank you for doing this unselfish work serving the citizens of Sacramento!	E60	M62		A

5/17/2009	57603	I cannot express my gratitude enough for your quick response time & your kind and professional treatment of me.	E105	M105		A
5/17/2009	57930	I was not only satisfied, but deeply grateful. I was in great pain, they had a screaming mimi on their hands and handled it with great care. Couldn't have been more gentle. Thank you so much.	G58/WT58	G59	M59	A
5/18/2009	58059	Besides being extremely kind and efficient they were all very handsome. Thank you so much for all your help.	E110	M110		A
5/18/2009	58228	SMFD were patient, kind, courteous, attentive & professional. I never wanted to need medical attention but I'm glad I needed it in Sacramento! (flight attendant from Maryland)	M111			B
5/19/2009	58573	I am deaf but everyone had patience with me and we communicated very well.	E106	M110		B
5/19/2009	58970	We want to thank you guys for helping my grandma. If you guys were a little bit later then she wouldn't be here with us right now. Thank you!	E50	M53		B
5/20/2009	59140	Your timely response and care quite possibly saved my life. I can't thank you enough!	E32	M31		C
5/21/2009	59564	The guys & gals of SMFD were awesome.	G65	E63	M32	C
5/22/2009	60032	EXCELLENT in every aspect of care.	E32	M32		A
5/22/2009	60229	Thank you so very much. Not only did I have a bad case of heat exhaustion but it's a good thing I got to the hospital quickly - the Fentanyl pain patch gave me a serious overdose due to heat exposure. You are great!	E108	M21		A
5/23/2009	60539	These young men may not have wings showing but they are sure angels anyway. At our age (84 & 88) this was our first need for 911 and we feel better knowing how great the service is if we ever need it again. God bless you all!	E65	M61		A
5/26/2009	61695	I was very sick, and they were very nice and they told some man that was smoking near me to put cigaretts out. I liked that.	E65	M61		B
5/29/2009	63382	Whoever the EMT was in the back with me was very kind and understanding. I liked him very much.	E54	M62		A
		ADDED 7/15/09				
2/27/2009	23630	Cannot say enough good things about the team that attended me. They were extremely helpful, courteous and professional. The ambulance staff treated me as a person rather than a patient which made a huge difference. Thank you!!!	E66	M62		A
5/13/2009	53873	Your staff was extremely courteous and friendly and made a very stressful incident more tolerable.	E17	M111		C
5/20/2009	59197	The guys saved my life. They were all helpful & wonderful. Very good attitudes. Thank God for them. Keep up the good work.	E57	G57	M53	C
5/21/2009	59685	I was unconscious at the time and for three weeks after I was in a coma. SMFD was the best. They saved my life. Thank you all.	E111	M111		C
5/21/2009	59743	Your firefighters were courteous, respectful, and professional. Thank you so much for the work that you do.	M31			C
5/21/2009	59896	They are worth their weight in gold!!	E31	M31		C
5/22/2009	60079	I can't begin to express my gratitude to the firemen and the dispatcher. The last thing I ever expected was to lose my husband so unexpectedly. The firemen took care of everything including my little heart attack. You know, that fireman knew I was in trouble, I had no idea. Thank all of you.	E23	M25		A
5/25/2009	61514	Very caring, kind, and sympathetic. We should be very proud of our young men.	E31	M21		B
5/26/2009	61698	I can't say enough about the EMT's and the dispatch operator. They were simply superb and I can't thank them enough.	E33	M32		B

5/27/2009	62493	The services were fabulous. The men were concerned with my comfort and needs. Thank you so very much for taking such wonderful care of me.	E109	M27		C
5/28/2009	62679	Kudos to all of the crew members who attended/responded to mom's call. In particular the gentleman who took my call. He was calm & talked to me slowly. He was very reassuring.	dispatch	E32	M31	A
5/28/2009	62981	The whole crew that attended to Susan were exceptional and our family would like to extend our appreciation and thanks for the care that was given. Thanks to you all.	E61	M61		A
6/1/2009	64332	The SMFD was wonderful and treated my mom with the utmost sensitivity and kindness. They were great with my sister and I - patient and understanding. Thank you so much! They were a godsend.	E106	M110		B
6/2/2009	64889	Job well done. Very professional and made sure we got the care needed at the hospital. Roman was a great comfort - very professional - what an example of our great emergency/fire department system. Thank you.	E22	M32		C
6/2/2009	64992	Excellent service & care. Very nice firefighters. Thank you for all you did for me.	E50/Tr50	M50	BC9	C
6/4/2009	65699	I was very well taken care of and I would like to say thank you very much.	E111	M111		A
6/4/2009	65903	The care exceeded my expectations. The EMT's knew exactly what was happening to me and kept me informed and calm. Great guys! Thanks.	E27	M25		A
6/4/2009	65982	I am grateful to have been in such good hands. Thanks for taking care of me.	E106	M105		A
6/5/2009	66094	Very nice people. They had to move my couch to get my hubby out & then put the couch back in place.	E117	M41		A
6/6/2009	66865	I would like to say that the firemen who responded to my call were awesome! I was pretty messed up and they were very efficient, calm, and helped me relax in a horrible situation. A big "thumbs up" to all of them!	E110	M110		B
6/7/2009	66977	They did a great good job...keep it up...we will support SMFD to keep them on the job.	E41	M41		C
6/9/2009	67903	I am 5 months pregnant and suffered from a ruptured appendix. They were very patient with me as I raised my voice in pain and even cursed at one point! Shame on me. I apologized and yet they remained very patient, professional and very helpful. Thank you!	E55	M51		A
6/10/2009	68276	Over the years I have had numerous occasions to call for help. The response from the fire department's ambulance service has always been swift, and their performance of the highest standard.	E21	M21		A
		ADDED 7/22/09				
6/4/2009	65602	Loved these guys! They were so kind & courteous. Soothing in a stressful situation.	M31			A
6/6/2009	66506	911 was called on 5/23, 5/31 & 6/6. My guardian angel was at my side. These events occurred when my prescription was changed. I am no longer taking one of the diabetic medications and one other medication has been changed to a time release pill. I feel so much better. Thank you again for your wonderful service. I am forever thankful to the men and women that choose this profession and helped me. Without them I would most likely not be here to write about this.	E25	M25		B
6/10/2009	68377	Service was fast and helped save my life. I had a stroke.	E61	M61		A
6/12/2009	69280	My mom will soon be 89 and she has dementia. Everyone treated her with gentleness and respect. She was scared and they put her at ease. Thank you.	E33	M32		B
6/21/2009	72831	Having never before asked for assistance - we were completely surprised with the excellent and fantastic help and support we received. Thank you - you were the greatest.	E106	M109		A
6/22/2009	73162	Little things you guys do, like grabbing your purse for you and locking up your house makes what you do above and beyond. When you don't feel well, it means a lot. Thank you!	E103	M109		A
		ADDED 7/31/09				

4/29/2009	49653	Once again you great people came to my aid. God belss you and watch over you. You are my heros.	E111	M111		A
6/12/2009	68976	I can't thank your department enough for saving the life of my husband. Everyone that arrived was absolutely wonderful. Thanks again and bless you all	E54	M62		B
6/15/2009	70325	The firemen who responded and the EMT's were so helpful and compassionate. They were excellent.	E53	M53		A
6/21/2009	72965	These men were a godsend and helped me stay calm while they attended my husband - truly wonderful and reasuring - my husband died 8 days later - so sad.	E26	M41		A
6/23/2009	73915	I was involved in an automobile accident and the SMFD was called by the Police Officer at the scene. They were very kind and courteous & professional. I thank the City of C.H. every day for having the best Fire Department & Police Department in the county. I am very happy to live in Citrus Heights. God bless all of you.	E21	M27		B
6/24/2009	74291	If I could I would give each & every one a big kiss & a hug. When they came to help I knew I was in good hands.	M27			B
		ADDED 8/5/09				
5/24/2009	60887	These fellows were total gentlemen and absolutely respectful of age, situation, etc.	E111	M111		B
6/8/2009	67268	The young men were so professional, knew what they were doing, were so reassuring that I wasn't even afraid of what might be coming. Thank them for me if it is possible.	E26	M25		C
6/11/2009	68542	I was very frightened when I called 911 that I was having a heart attack (not the case). It was such a comfort when your people arrived. You were so welcome and professional. I couldn't ask for finer service.	E8	M105		A
6/11/2009	68646	Thank you! You did such a great job. The young woman EMT who took care of me was especially helpful.	E63	M32		B
6/11/2009	68648	Excellent, timely service! And lads that enjoy what they do for a living - makes it all the better! Keep doing what you do!	E31	M32		B
6/18/2009	71489	Awesome service - you guys are top-knotch!	E26	M41		B
6/18/2009	71863	These firemen treated my husband as if he were the President of U.S. with courtesy, compassion & incredible respect.	R21	M31		B
6/21/2009	72806	I believe if not for SMFD i would of been in a lot of trouble. I am so pleased with there services. They saved me & my baby life. Thank you so much for your help. Keep up the good work. Oh we had a girl.	E109	M109		C
6/21/2009	72879	Always fabulous! They know how to make children/teenagers comfortable.	E105	M105		A
6/24/2009	74435	Thanks guys! Couldn't have asked for better service! You even held my little dog so the guerny wouldn't run over her!	HM109	M109		B
6/25/2009	74685	Thank you so much for your help! You saved my life!	E21	M27		C
6/26/2009	75123	We need your services. Thank you very much. It scares me to think with California's budget we would have some of your services cut back.	E53	M53		C
6/29/2009	76432	These men were exceptional.	E65	M31		A
6/29/2009	76501	Cannot thank these gentlemen enough! They were polite, considerate of my husband's difficulty & acted accordingly. Mega thanks.	E50	M53		B
6/29/2009	76529	All the men did a very wonderful job saving my husband life of his heart attack. Thank you very much.	E50	M50		B
6/29/2009	76583	To whom it concern, especially the county of supervisors or city supervisor. I am 73 yr old x teacher live in Sacramento for 57 years. It is vital that you keep the emergency service. These are fine breed of young females, males that do their job well. Cut your funds somewhere else.	E53	M53		B

6/29/2009	76846	No complaints at all - fine young men!!! Thank you all!	E101	M109		B
7/1/2009	77601	Your response time was unbelievable. Thank you so very much for all you did. This was the second time I called for help & both were wonderful. My husband didn't make it but there was nothing else you could have done. Thank you from the bottom of my heart.	E23	M110		C
7/4/2009	79062	The courteous, efficient, compassionate treatment our son received from the SMFD team undoubtedly assisted in saving his life. He is now at an acute care facility. Thank you and God bless the SMFD team.	E41	M41		A
7/5/2009	79355	I would not be alive today if it was not for the very fast action taken by the SMFD professionals. They saved my life.	E105	M105		A
ADDED 8/13/09						
6/7/2009	67118	I was in heart failure. These wonderful men saved my life. I pray God blesses them with many blessings. I pray for their safety. I love you all.	E50	M50		C
6/13/2009	69428	Fast and fabulous!	E29	M32		B
6/22/2009	73553	Everyone was wonderful in helping me in my time of need when I was in horrible pain and scared of what was going on.	E106	M109		A
6/26/2009	74977	The young man (Sean) that accompanied me in ambulance was very courteous, efficient & kind. It was very much appreciated.	E41	M41		C
6/26/2009	75077	Sacto Metro was excellent in every way, as always. I am a big fan of Sac Metro Fire!	E23	M21		C
6/29/2009	76513	I appreciated everyone's help, especially the extremely nice EMT who rode w/ me in the ambulance, I think his name was Steve. I was in shock - he helped me come back to normal, answered questions, kept me calm. A big thank you to Steve & all of the emergency workers who came to my aid on June 29, 2009.	E23	M21		B
6/30/2009	77332	I am a retired firefighter paramedic and I thought the crew was great. I am proud of my brother firefighters. (husband of patient)	E27	M21		B
7/3/2009	78428	Being my mom lived around the corner from the fire station at Elkhorn & Thomas in North Highlands, she often spoke of verbal kindnesses from the team there when she took her walks. Dorothy passed away July 17th.	E41	M27		A
7/3/2009	78540	I found them to be very caring. They insert an IV better than in the hospital.	E101	M109		A
7/3/2009	78599	Fire Dept was FABULOUS!!!! Thank you!!!	E31	M32		A
7/5/2009	79514	All employees of SMFD are wonderful, compassioned, concern, professionel. I would rather have SMFD assitance than the Doctor's at Sutter.	E106	M110		B
7/7/2009	80329	One fireman stayed with me in the Emergency Room until I had received the necessary E.M. attention. I really appreciated this attention.	E24	M27	M25	C
7/9/2009	81420	Excellent service in all areas! Felt safe & comfortable.	E108	M21		A
7/10/2009	81621	Outstanding professional service that calmed and reassured me. Thank you very much.	M105			A
ADDED 8/27/09						
4/19/2009	45367	I would like to thank you for helping me when I fell along the American River Parkway. The firemen were great and courteous. Very impressed. Keep up the good work. The gentleman that helped me was a UCD grad & very personable. Thanks so much. You were all great!	E110	M110		B
4/27/2009	49169	I am extremely grateful for the care I was given and just wanted to thank you. I really didn't want to go to the E.R. but I was extremely ill. As a person who gets IV's inserted a lot (usually with difficulty as I am rather emaciated and prone to dehydration due to a 23 year struggle w/ ulcerative colitis), the person who got my IV line started in the ambulance did an excellent job getting it started on the first try. I want you to know that my family is very thankful for your taking such good care of me. You are very appreciated for all you do.	E25	M25		C

6/19/2009	72090	Very courteous and efficient representatives. I am very indebted to them for their knowledge and professionalism.	E21	M31		C
6/22/2009	73236	The guys that assisted me were beyond awesome. They helped me stay calm at a time when I was panicking with my asthma attack.	E66	M61		A
6/26/2009	75344	You were absolutely wonderful at a scary time for me. I truly would like to bake you something.	E108	M21		C
6/27/2009	75530	Thank you for all the times you responded to our home - my wife was very ill over the past 6 yrs & you always saved her. However, she died on 7/9/09 at Mercy San Juan. Please thank all the firemen & women that responded to our house.	E27	M21		C
7/1/2009	77469	Every effort was made to make sure I was comfortable and all of my questions were answered. They were a wonderful crew and I thank them very much.	E26	M25		C
7/7/2009	80470	I was very upset about my father's condition. The fire dept was here within minutes, took my father to the right hospital & were a great comfort to me.	E27	M21		C
7/9/2009	81365	I would like to commend the crew which arrived to help. They were very courteous, friendly, respectful and professional. The crew had a great sense of humor.	E61	M61		A
7/12/2009	82584	I do not have the words to express my gratitude for the services. They saved my life.	E65	M31		B
7/12/2009	82815	My son took me to SMFD and I was transported from there. As a retired EMT for Plumas County, this was my first time as a patient. The medic took good care of me. Thank you for all you did.	M59			B
7/13/2009	82904	I was overwhelmed with the speed of response. The guys were great!	E53	M53		C
7/13/2009	83216	The way they handled my husband was just wonderful. I did not worry about him while in their care.	E65	M61		C
7/14/2009	83691	My grateful thank you goes to the efficient crew who arrived within a couple minutes of my 911 call. They were professional and compassionate to the family.	E28	M21		C
7/15/2009	83921	I can't imagine having a better service than I received by SMFD during a time I feared for my life. I can't think of any areas for improvement and hope you continue to do such an excellent job.	E106	M110		A
7/15/2009	84138	What I appreciated most is how the team provided information to the hospital, which really helped move things along faster. My problem was caught before it got worse. Thanks.	E66	M62		A
7/15/2009	84204	I live alone and I was very hesitant about calling but the SMFD were very kind and put me at ease and I appreciated the sense of humor.	E110	M110		A
7/17/2009	84690	It is wonderful that help is but a phone call away.	E106	M110		A
7/17/2009	84930	Joel Roberts is the best. Friendly, helpful, a cool cat.	E26	M25		B
7/17/2009	85077	In my time of need, I resived the best help. I sincerely appriciat it, and thank God for people like you!	E32	M32		B
7/18/2009	85488	This is the first time I ever needed this service but they made me feel safe in the knowledge they would take care of me.	E26	M41		B
7/19/2009	85702	I can't praise this group enough. They were so caring & pleasant. My only gripe is that they are not paid enough for the service they render. It's a discrase what the EMT are paid with the responsibility they have. You people are awsome. I was made to feel real comfortable. Thanks so much.	E32	M32		C
7/19/2009	85815	You all treated my mom and me both with such kindness and respect. We so appreciate you all so very much!	Tr23	M27		C
7/19/2009	85816	Much better than other ambulance services I have used in Sacramento & a lot less expensive.	E50	M53		C
7/21/2009	86548	If there was a word better then excellent I would use it. I no sooner put the phone down and they were at my front door.	E29	M111		C

7/22/2009	87155	The paramedics were exceptionally respectful and brought a sense of calm in a very stressful situation.	E61	M61		A
7/23/2009	87754	I sincerely want to thank the crew for their kindness and patient in addressing my problems in time of need, these guys are true professionals.	E25	M25		B
7/25/2009	88291	They calmed me down, made me laugh and held my hand until the nurse came. Thank you guys a lot.	E54	M62		B
7/27/2009	89148	Very thoughtful young men.	E106	M109		C